

for failure of a personal computer PC or of a data line connected thereto, with services which typically require the use of a computer not being able to be provided, or being able to be provided to a restricted degree.

In the Claims:

What is claimed is:

1. (Amended) A method for operating an information center in a telecommunication network, comprising:

connecting the information center to an exchange, wherein the information center comprises a mainframe and at least one information desk having at least one telecommunication terminal;

connecting the mainframe to the exchange;

connecting the information desk to the exchange and to the mainframe via data transfer devices; and

distributing incoming calls and setting up a voice link to a telecommunication terminal on the information desk incorporated in the exchange, wherein the exchange continuously checks a ready status of the mainframe and the at least one telecommunication terminal, including the communication links thereto, and detects any fault arising,

the mainframe continuously checks the ready status of the at least one telecommunication terminal, including the data transfer path thereto, detects any fault arising and reports detected faults to the exchange, and

if the at least one information desk is not reached via the mainframe, the exchange performs at least call distribution and sets up a voice link to one of the telecommunication terminals on one of the respective information desks.

2. (Amended) The method as claimed in claim 1, wherein during fault-free operation, the distribution of calls to the information desks is performed on the mainframe, and at least status reports from the units connected to the exchange are processed.
3. (Amended) The method as claimed in claim 1, wherein restricted operation of the information center, caused by at least partial failure of the mainframe or of a line connected thereto, is maintained by the exchange until the mainframe resumes normal operation.
4. (Amended) The method as claimed in claim 1, wherein if a telecommunication terminal on one of the information desks is not reached, at least call distribution and the setup of a voice link to another telecommunication terminal on the same information desk are performed.
5. (Amended) An information center in a telecommunication network, comprising:
 - an information center connected to an exchange,
 - the exchange comprising a mainframe and at least one information desk having at least one telecommunication terminal,
 - the mainframe connected to the exchange,
 - the at least one information desk connected to the exchange and to the mainframe via data transfer devices,
 - wherein distribution of incoming calls and setting up a voice link the at least one telecommunication terminal on the information desk is incorporated in the exchange,
 - the exchange continuously checking the ready status of the mainframe and the at least one telecommunication terminals, including the communication links thereto, and detecting any fault arising,

the mainframe continuously checking the ready status of the at least one telecommunication terminal, including the data transfer path thereto, and detecting any fault arising and reports any detected fault to the exchange, and

the exchange performs call distribution and sets up a voice link to the at least one telecommunication terminal on the at least one information desk if the information desk is not reached via the mainframe.

6. (Amended) The information center as claimed in claim 5, wherein the at least one telecommunication terminal provided on the at least one information desk is a personal computer which performs voice input and voice output, connects to the telecommunication network and performs data transfer to the mainframe.

7. (Amended) The information center as claimed in claim 5, wherein the at least one telecommunication terminals provided on the at least one information desk are a telephone and a personal computer, and the personal computer comprises a voice input and voice output device for connection to the telecommunication network and a unit for data transfer to the mainframe.

8. (Amended) The information center as claimed in claim 5, wherein the at least one telecommunication terminal on the at least one information desk is connected to the exchange via at least one ISDN basic access.

In the Abstract:

Please replace the Abstract with substitute Abstract attached hereto.